

**Missouri Department of Insurance, Financial Institutions & Professional Registration  
2008 Complaint Report**

**Health Maintenance Organizations**

**Complaint Indices**

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<b>Health Maintenance Organization Complaint Indices (Excluding Medicare and Medicaid)</b>					
<b>Alpha by Company</b>					
<b>Code</b>	<b>Name</b>	<b>Complaints 2006-2008</b>	<b>Average Annual Premium 2006- 2008</b>	<b>Average Market Share 2006- 2008</b>	<b>Complaint Index</b>
95810	Aetna Health Inc	12	\$44,348,323	3.1%	94
47171	Blue Cross & Blue Shield Of Kansas City	0	\$50,717,580	3.5%	0
95209	CIGNA Healthcare of Ohio Inc	2	\$7,251,137	0.5%	96
95635	CIGNA Healthcare Of St Louis Inc	1	\$9,314,070	0.6%	37
95145	Community Health Plan	7	\$32,690,032	2.3%	75
95489	Coventry Health Care Of Kansas Inc	65	\$155,445,075	10.8%	146
95530	Cox Health Systems HMO Inc	5	\$19,788,232	1.4%	88
95315	Good Health HMO Inc DBA Blue-care Inc	54	\$241,079,218	16.7%	78
10253	Great-West Healthcare Of KS/MO- <i>Withdren-</i>	2	.	.	.
96377	Group Health Plan Inc	61	\$221,761,737	15.4%	96
96475	Healthlink HMO Inc DBA Healthlink HMO	0	\$685,423	0.0%	0
95358	HMO Missouri Inc DBA Anthem Blue Cross & Blue Shield	117	\$370,149,591	25.7%	110
95885	Humana Health Plan Inc	22	\$56,121,091	3.9%	137
95309	Mercy Health Plans Of Missouri Inc	23	\$130,838,770	9.1%	61
96385	United Healthcare Of The Midwest Inc	42	\$100,561,785	7.0%	146
<b>Total</b>		<b>413</b>	<b>\$1,440,752,063</b>	<b>100.0%</b>	<b>.</b>